**DEFENSE TRAVEL
MANAGEMENT OFFICE**

# Travel Certificate Program
## Defense Travel Administrator Certificate
## Competencies & Learning Objectives

This document is intended to identify the knowledge and skills a person must demonstrate in order to receive a Defense Travel Administrator (DTA) certificate through the DTMO's Travel Certificate Program (TCP). The required knowledge and skills are expressed as learning objectives (main and subordinate), which are grouped together into to more generalized core competencies, several of which form a broad category.

## I.  Definitions

**Travel Certificate Program:** A knowledge-, skill-, and assessment-based professional development program that validates the capability of personnel who manage travel for Department of Defense (DoD) organizations. The program is managed by the Defense Travel Management Office (DTMO).

Supervisor-approved and organization-endorsed candidates must demonstrate that they possess skills and knowledge to attain at predefined levels of competency.  Individuals who earn a certificate are further expected to periodically renew it to demonstrate continued competency.

For more information on the Travel Certificate Program (TCP), see the Travel Program Certificate Guide.

**DTA Certificate:** The DTA Certificate designates the successful completion of the Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels, and problem solving capabilities for a person who serves in a role with "Defense Travel Administrator" (DTA) in the title, i.e., Lead DTA, Organization DTA, Finance DTA, Budget DTA.

## II. Categories

All learning objectives are ultimately grouped into one of six broad categories that cover travel support to organizations and their personnel, generally working in DTS, but occasionally working outside DTS as well. Categories include:

### 1. Defense Travel System - Organization Support (DTA Maintenance Tool)

The DTA must be able to use the various DTA Maintenance Tool modules to create and update one or more organizations' DTS assets. The DTA must demonstrate a high degree of attention to detail, as well as the ability to work independently with minimum guidance.

### 2. Defense Travel System - Organization Support (System Administration)

The DTA must thoroughly understand the functions found on the DTS Welcome screen, and their use in adjusting DTS to suit individual user needs. The DTA must also be capable of avoiding, diagnosing, and troubleshooting common system problems.

### 3. Defense Travel System - Travel Documents

The DTA must be able to use DTS to create and route electronic travel documents. The DTA must demonstrate a thorough knowledge of all document-processing functions in DTS in order to offer advice or assistance to travelers who are experiencing trouble with a DTS document.

### 4. Traveler Support

Although DTAs support a wide variety of people who serve in various roles, most work at the "tip of the spear", assisting travelers in a wide variety of situations. The DTA must know how to find (or provide) training, obtain help when troubleshooting efforts fail, and be thoroughly familiar with all local business rules and points of contact.

### 5. Financial Support

All DTAs must understand the financial aspects of DTS. Many DTAs will be called upon to handle a wide variety of financial issues, to include maintaining budget targets, reconciling centrally billed accounts, and tracking the repayment of travelers' debts to the Government.

### 6. Reports and Program Management

The DTA must be able to use DTS to generate reports that allow management to monitor such vital aspects of travel as DTS use, travel policy adherence, travel budget status, and much more. The DTA must demonstrate the ability to generate appropriate reports from a wide variety of DTS screens.

**III. Core Competencies**

Core Competencies are more specific than Categories, but provide less granularity than Learning Objectives. They help broaden the Category scope without getting into all the specific details. Core Competencies, by Category, include:

| Core Competencies by Category |
|---|

**1. Defense Travel System – Organization Support (DTA Maintenance Tool)**

1.1 Organizations

1.2 Routing Lists

1.3 Groups

1.4 People

1.5 Lines of Accounting

1.6 Reorganization

**2. Defense Travel System – Organization Support (System Administration)**

2.1 DTS Welcome Screen

2.2 Travel Team Administration

2.3 Troubleshooting

2.4 Import/Export

2.5 Read-Only Access

**3. Defense Travel System - Travel Documents**

3.1 Basic DTS Usage

3.2 Advanced DTS Usage

3.3 Authorization

3.4 Group Authorization

3.5 Voucher

3.6 Local Voucher

3.7 Route and Review

**4. Traveler Support**

4.1 Local Information

4.2 Emergency Actions

4.3 DTS Self-Registration Administration

4.4 Training

**5. Financial Support**

5.1 Budget Maintenance

5.2 DTS Centrally Billed Accounts Reconciliation Module

5.3 Debt Management

**6. Reports & Program Management**

6.1 Reports in the Report Scheduler or the Business Intelligence and Reporting Tool

6.2 Other Reports in DTS

6.3 Management Information Systems Administration

## IV. Learning Objectives

Learning Objectives are the smallest sub-division of TCP-driven knowledge and skills. Although some are further broken down into subordinate learning objectives, this is strictly for clarification. Every Learning Objective could be further sub-divided into (sometimes hundreds of) individual tasks, steps, procedures, button clicks, and so on. However, for our purposes, these are not necessary. Learning Objectives, organized by Category and Core Competency, begin on the next page.

The letter in the KSA column indicates the level to which the learning objective must be learned. Options are:

- K = Knowledge: Student must recall facts about the objective. Facts may be tested in isolation or collectively as a series of steps, tasks, or procedures.
    Example: Which of the following receipts must a traveler attach to a DTS voucher?

- S = Skill: Student must be able to execute a task or procedure if provided clear guidance. Guidance may be in the form of step-by-step instruction or an overall expectation with minimum direction.
    Example: On a recent TDY, you incurred the following non-mileage expense. Correctly enter those expenses into the DTS screen pictured below.

- A = Application: Student must be able to execute a specific task using material taken out of context, such as from a scenario.
    Example: Your organization needs to pay the travel expenses for another organization's travelers from the provided LOA. Your supervisor wants the following personnel from your organization to be included in the authorization and voucher approval processes when that LOA is used.  Correctly execute all necessary steps in DTS to accomplish this task.

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| **1. DTS – Organization Support (DTA Maintenance Tool)** | **1.1 Organizations** | K | • Explain the basics of a DTS organization (org) |
| | | K |    o Explain the DTS org naming structure |
| | | K |    o Explain the difference between a main and subordinate org |
| | | K | • Explain how to create a new org from scratch |
| | | K |    o Explain how to set an approval threshold and include self-registration data |
| | | K | • Explain how to create a new org by copying an existing one |
| | | K |    o Explain how to move routing lists, groups, Global Group Membership Rules |
| | | K | • Explain how to search for an org |
| | | K | • Explain how to update an org |
| | | S | • Reassign multiple people from one org to up to 5 others at once |
| | | S | • Delete an org |
| | | S | • Run a CBA list report |
| | | S | • Run an Org list report |
| | **1.2 Routing Lists** | K | • Explain the basics of DTS routing lists |
| | | K |    o Explain the unique principles of a default routing list |
| | | A | • Create a new routing list from scratch |
| | | S | • Create a new routing list by copying an existing one |
| | | K | • Explain how to create a new routing list for a Self-Authorizing Official |
| | | K | • Explain how to search for a routing list |
| | | K | • Explain how to add, update, or remove a single mandatory, conditional, or backup routing element on a routing list |
| | | A | • Add, update, remove multiple routing elements on many routing lists at once |
| | | S | • Delete a routing list |
| | | S | • Run a Routing List list report |
| | | S | • Run a Delegated Authorities list report |
| | **1.3 Groups** | K | • Explain the basics of DTS groups |
| | | S | • Create a new group from scratch |
| | | S | • Add one person at a time to a group |
| | | A | • Create a new Global Group Membership Rule (GGMR) |
| | | A | • Create multiple GGMRs at once |
| | | S | • Search for a group |
| | | K | • Explain how to search for a GGMR |
| | | S | • Search for people who were added to a group individually |
| | | S |    o Include in the search people who were added to the group by GGMR |
| | | S | • Delete a group |
| | | S | • Remove one person at a time from a group |
| | | A | • Remove a GGMR |
| | | A | • Remove multiple GGMRs at once |
| | | S | • Run a Group list report |
| | | S | • Run a GGMR list report |
| | | K | • Explain how to run an Individual Group Member list report |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| **1. DTS – Organization Support (DTA Maintenance Tool)** | **1.4 People** | K<br>K<br>K<br>K<br>S<br>S<br>K<br>A<br>S<br>A<br>A<br>K<br>K<br>S<br>S<br>K<br>S | • Explain the basics of DTS personal profiles<br>  o  Explain the differences between user and user/traveler profile types<br>  o  Explain the basics of group & organization access, permission levels<br>• Explain how to create a new profile from scratch<br>• Search for a profile<br>• Update a profile (basic info + user type, accesses, permission levels, and roles)<br>  o  Explain how and when to Reset User ID<br>  o  Update organization and financial information<br>  o  Maintain separation of duties<br>• Receive a profile into your organization<br>• Detach a profile to remove it from your organization<br>  o  Explain the importance of check for documents in routing<br>• Explain how to view the DTS groups a person is a member of<br>• Create, update, and delete profiles for a person's dependents<br>• Delete a profile to remove it from DTS<br>• Explain how to run a Groups Info report<br>• Run a Basic Traveler Info, Accounts Info, and Special Features Info report |
|  | **1.5 Lines of Accounting** | K<br>A<br>S<br>S<br>A<br>S<br>S<br>S<br>A<br>A<br>S<br><br>S<br>K | • Explain the basics of DTS Lines of Accounting (LOAs)<br>• Create a new LOA from scratch and tie it to a DTS budget<br>  o  Share the LOA with subordinate organizations<br>• Create a new LOA by copying a single existing one<br>• Create new LOAs by copying multiple existing ones at once<br>• Create a new LOA by rolling over an existing LOA<br>• Search for a LOA<br>• Update a single LOA<br>• Update multiple LOAs at once<br>• Change the default LOA in multiple DTS personal profiles at once<br>• Execute cross-organization funding: add and remove individuals, organizations, and routing lists<br>• Delete a LOA<br>• Describe how to run a LOA list report |
|  | **1.6 Reorg-anizations** | A | • Execute a reorganization, to include creating/deleting organizations and moving and/or updating organization assets (people, organizations, routing lists, groups, LOAs, budgets) |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| **2. Defense Travel System – Organization Support (Administration)** | **2.1 DTS Welcome Screen** | K | • Explain how to view the routing lists that are available to a traveler |
| | | K | • Explain how to find current and past mileage per diem rates |
| | | K | • Explain how a routing official delegates their signature authority and removes the delegated authority |
| | | K | • Explain how to set a user's DTS system preferences |
| | | K | • Explain how to access the DTA Maintenance Tool and the Debt Management Gateway |
| | | K | • Explain how to obtain the official mileage between two locations |
| | | S | • Edit a user's form printing preferences, and DTS personal profile |
| | | S | • Open the DTS Budget, Route and Review, and Self-Registration Administration modules |
| | **2.2 Travel Team Administration** | S | • Create, edit, and delete travel teams |
| | **2.3 Troubleshooting** | K | • Explain how to stay informed about to:<br>  ○ Common travel issues, prevention, troubleshooting, and workarounds<br>  ○ Upcoming policy, system, and procedural changes<br>  ○ Changes in the GSA City Pair and DoD Rental Car programs |
| | | K | • Explain the importance of:<br>  ○ Keeping all DTS users' personal profiles up-to-date<br>  ○ Running reports in a timely manner<br>  ○ Establishing and observing good in- and out-processing procedures<br>  ○ Maintaining regular dialogues with travel managers and travelers |
| | | S | • Explain the help escalation process (self-help, local help, TAC) |
| | | S | • Establish and maintain a local help desk function |
| | | K | • Explain the process to resolve issues with DTS |
| | | K | • Explain the importance and use of the SPR Information Manager |
| | **2.4 Import/Export** | K | • Explain the various Import/Export (I/E) roles |
| | | K | • Explain in broad terms, the overall I/E process |
| | | K | • Explain how to set-up and edit a partner sub-system |
| | | K | • Explain how to import and edit a routing list and a dynamic routing list |
| | | K | • Explain how to edit a routing list to add a routing official |
| | | K | • Explain how I/E auto-approval works |
| | | K | • Explain the special per diem rules for I/E documents |
| | | K | • Explain the proper way to cancel an I/E document |
| | | K | • Explain how to run imported file, exported file, & I/E summary list reports |
| | **2.5 Read Only Access** | K | • Explain the various Read Only Access (ROA) roles |
| | | K | • Explain how to create a ROA user |
| | | K | • Explain how to update or remove ROA access from a user |
| | | K | • Explain how to view Centrally Billed Account invoices and DTS trip data |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| **3. Defense Travel System – Travel Documents** | **3.1 Basic DTS Usage** | K | • Explain basic facts about DTS |
| | | K | • Explain how to access DTS for the first time |
| | | K | • Explain how to log onto and off of DTS |
| | | K | • Explain the process for accessing dual DTS profiles alternately |
| | | K | • Explain basic DTS navigation |
| | | K | • Explain the DTS authorization process |
| | | K | • Explain the DTS voucher process |
| | **3.2 Advanced DTS Usage** | A | • Access and complete a DTS Constructed Travel Worksheet |
| | | K | • Explain how to execute fiscal year (FY) crossover travel |
| | | K |    o Explain how to execute travel in the next FY & across two FYs |
| | | K |    o Explain how accounting system shutdown periods affect travel |
| | | K | • Explain how to execute OCONUS travel |
| | | K |    o Explain special reservation and expense rules for OCONUS travel |
| | | K | • Explain how to execute Personal Leave w/ Official Travel (PLOT) |
| | | S |    o Update per diem allowances to indicate leave |
| | | K |    o Explain special reservation and expense rules for PLOT |
| | | K |    o Explain local policies for how to handle Leisure In Conjunction With Official (LICWO) travel |
| | | K | • Explain how to execute Special Circumstances Travel (SCT) |
| | | S |    o Select a SCT trip type |
| | | K |    o Explain basic facts about SCT trip types |
| | | K |    o Explain how to arrange an alternate travel location |
| | **3.3 Authorization** | A | • Create, view, edit, amend, remove, or cancel a document for oneself |
| | | A |    o Perform all of above for another person |
| | | K | • Explain the basic facts about reservation auto-cancellation |
| | | A | • Create and update a travel itinerary |
| | | A | • Make, change, and delete travel reservations |
| | | A | • Enter into DTS the cost of travel booked outside DTS |
| | | A | • Change the method of payment from the default entry |
| | | A | • Request CTO assistance when making reservations in DTS |
| | | A | • Enter estimated mileage and non-mileage expenses |
| | | A | • Attach receipts for pre-paid expenses |
| | | A | • Enter anticipated per diem allowances |
| | | A | • Change the default DTS line of accounting (LOA) |
| | | A | • Add a new LOA |
| | | A | • Allocate anticipated expenses between LOAs |
| | | A | • Update your personal profile from an active document |
| | | A | • Request partial payments or a (non-ATM) travel advance |
| | | A | • Review the completed document |
| | | A | • Attach and justify other authorizations |
| | | A | • Provide justifications for DTS-generated pre-audits |
| | | A | • Digitally sign the document |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| 3. Defense Travel System – Travel Documents | 3.4 Group Authorization | - | • All in 3.3 Authorization |
| | | A | • Identify all travelers on a DTS group authorization (GAUTH) |
| | | A | • Create a travel team from a GAUTH |
| | | A | • Provide extra communication with Commercial Travel Office (CTO) and Transportation Officer (TO) |
| | | A | • Include TO when creating a GAUTH for 10 or more travelers |
| | | A | • Enter travel group's shared expenses and allocate them as appropriate |
| | | K | • Explain the various ways/times to lock a GAUTH and what happens at lock |
| | | K | • Explain how/when to remove or release a traveler from a GAUTH |
| | | K | • Explain how to run and print a traveler manifest for a GAUTH |
| | 3.5 Voucher | - | • All in 3.3 Authorization (unless not possible, e.g., cancel, advance) |
| | | A | • Update estimated expenses imported from a DTS authorization |
| | | A |    o  Add new Government Travel Charge Card (GTCC) transactions |
| | | A |    o  Add new expenses manually |
| | | A |    o  Edit or delete expenses |
| | | | • Update Payment Totals to accurately split disburse payment to GTCC vendor |
| | 3.6 Local Voucher | - | • All in 3.5 Voucher (unless not possible, e.g., Itinerary & Travel modules) |
| | | S | • Create local voucher with correct close-out date |
| | | S | • Insert an event purpose |
| | | S | • Copy an expense |
| | | S | • Adjust official mileage allowance |
| | 3.7 Route and Review | K | • Explain the available DTS stamps for Routing Officials |
| | | K | • Explain the importance of following the AO checklist for document review |
| | | S | • Review a document in view-only mode |
| | | S | • Review a document that requires adjustments |
| | | S | • Place a limit on the traveler's transportation reimbursement |
| | | S | • Remove a traveler's transportation reimbursement limit |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| **4. Traveler Support** | **4.1 Local Information** | K | • Explain your Component's and organization's local business rules |
| | | K | • Explain your local rules regarding storage of DD Forms 577 |
| | | K | • Explain your local guidance about who may communicate directly with the CTO and the Travel Assistance Center (TAC) |
| | | K | • Explain your organization's DTS in- and out-processing process |
| | | K | • Explain where to find your Commercial Travel Office (CTO) contract |
| | | K | • Explain how and when to contact your CTO |
| | | K | • Explain how and when to contact your Transportation Officer (TO) |
| | **4.2 Emergency Actions** | K | • Explain local procedures for short-notice travel |
| | | K | • Explain local practices when short-notice travel when no AO is available |
| | | K | • Explain travelers' required actions when travel plans change during TDY |
| | | K | • Explain where to find the CTO's 24-hour emergency contact number |
| | | K | • Explain how to solve common booking problems |
| | | K | • Explain how to report DTS documents stuck (e.g., at CTO SUBMIT) |
| | | K | • Explain local procedures for travelers who are at the airport without tickets |
| | **4.3 DTS Self-Registration Administration** | K | • Explain your organization's DTS self-registration procedures |
| | | S | • Use the DTS Self-Registration module to accept or reject a new traveler's request to join your organization, or cancel a self-registration request |
| | **4.4 Training** | K | • Explain where to find your site training plan |
| | | K | • Explain how to use instructor resources on the Travel Explorer (TraX) or DTMO website to train local personnel |
| | | S | • Modify instructor resources found on TraX and the DTMO website to include local policies for training local personnel |
| | | S | • Use EWTS to train local personnel |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| 5. Financial Support | 5.1 Budget Maintenance | A | • Create a DTS budget from scratch |
| | | A | • Search for a DTS budget |
| | | A | • Edit a single DTS budget |
| | | A | • Edit many budgets at one time |
| | | A | • Share a DTS budget with subordinate organizations |
| | | K | • Explain how to view a DTS budget journal |
| | | A | • Enter a transaction that occurred outside DTS into a DTS budget |
| | | A | • Use wildcards in a DTS budget |
| | | A | • Inactivate or delete a DTS budget |
| | 5.2 DTS CBA Reconciliation Module | K | • Explain the various centrally-billed account (CBA) roles |
| | | K | • Explain the various CBA transaction statuses and types |
| | | K | • Explain the basic CBA transaction reconciliation process |
| | | K |    o Explain how DTS auto-reconciles transactions |
| | | K |    o Explain what DTS uses as primary and secondary matching criteria |
| | | S | • Navigate the CBA reconciliation module's primary screens: |
| | | |    o The Invoice Summary screen |
| | | |    o The Transaction Summary screen |
| | | |    o The Transaction Detail screen |
| | | S | • Match an unmatched transaction by: |
| | | |    o Initiating a DTS amendment |
| | | |    o Reconciling by ticket number or TANUM |
| | | |    o Applying a manual advance credit |
| | | S | • Remove an unmatched transaction from the current invoice by: |
| | | |    o Placing the transaction on Hold |
| | | |    o Disputing the transaction |
| | | |    o Suspending the transaction |
| | | S | • Acknowledge an invoice as ready for payment |
| | | S | • Certify an acknowledged invoice to request payment |
| | 5.3 Debt Management | K | • Explain what due process is and how to reflect due process in DTS |
| | | K | • Explain the traveler's options for repaying a debt |
| | | K | • Explain what debt management processes take place outside DTS |
| | | K | • Explain what debt management processes take place in DTS |
| | | S | • Use the DTS Debt Management Gateway to track a traveler's debt |

| Category | Core Competency | KSA | Main and Subordinate Learning Objectives |
|---|---|---|---|
| 6. Reports & Program Management | 6.1 Reports in the Report Scheduler or Business Intelligence & Reporting Tool | K | • Explain the contents of the following Status reports:<br>   ○ Pending Airline Cancellation, Signed Status, Depart Status, Return Status, Approved Status, Traveler Status |
| | | K | • Explain the contents of the following Routing reports:<br>   ○ Adjustments, Routing Status |
| | | K | • Explain the contents of the following Individual reports:<br>   ○ POSACK Delinquency, Unsubmitted Voucher, CBA TO, Debt Management, Constructed Travel |
| | | K | • Explain the content of the following CTO/Travel reports:<br>   ○ FPLP/FEMA, Reason Code, Reason Justification, CTO Fee, Unused Ticket |
| | | K | • Explain contents of the following Management Information Systems reports:<br>   ○ Enlisted BAS, OCONUS, FSA, Special Duty, Military Leave |
| | | K | • Explain the contents of the following Partner Systems (PS) reports:<br>   ○ PS Travel Status, PA Routing Status, PA POSACK Delinquency, PS Unused Ticket, PS Unsubmitted Voucher, PS CTO Fee |
| | | K | • Explain the contents of the following Audit Trail (AT) reports:<br>   ○ AT GOVCC & EFT Data, AT User Specific Data, AT Traveler Specific Data |
| | | K | • Explain how often you should run each report |
| | | K | • Explain the differences between the Report Scheduler (RS) and the Business Intelligence and Reporting Tool (BIRT) |
| | | K | • Explain which of the above reports are in the RS and which are in the BIRT |
| | | S | • View/download a report from both the RS and from the BIRT |
| | 6.2 Other Reports | K | • Explain the contents of the following DTS Budget reports:<br>   ○ Balance, Target Adjustment, Transaction, Total Obligation |
| | | K | • View/download a report from the DTS Budget module |
| | | S | • Submit an Ad Hoc report request |
| | | S | • Run a Self-Registration Administration report |
| | | S | • Run a Centrally-Billed Account (CBA) Compliance report |
| | 6.3 MIS Administration | K | • Explain the various Management Information System (MIS) roles |
| | | K | • Add, update, or remove a MIS user |